



IDAHO DEPARTMENT  
HEALTH & WELFARE

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January 21, 2010

Kathy Moore  
West Valley Medical Center  
1717 Arlington Street  
Caldwell, ID 83605

Provider #130014

Dear Ms. Moore:

On **September 22, 2009**, a complaint survey was conducted at West Valley Medical Center. The complaint allegations, findings, and conclusions are as follows:

**Complaint #ID00004028**

**Allegation:** The facility failed to address an allegation of patient mistreatment in a timely manner.

**Findings:** An unannounced on-site complaint investigation was conducted at the facility from from 9/21/09 to 9/22/09. Clinical Records, Facility Policy and Procedures, Grievance logs, Staff Competency and Education requirements were reviewed. Direct interviews with the patients and staff were conducted.

The facility's grievance policy and procedure, dated 09/08, stated formal grievances, if not resolved in 7 days would generate a letter to the complainant. Full resolution had a targeted time frame of 30 working days, with a final letter of resolution being sent to the complainant.

The ER grievance report log for March 2009 was reviewed and documented the following:

The first grievance was identified to be a questionable HIPPA violation which was referred to risk management.

The letter of grievance acknowledgement was generated less than 7 days from identification. The grievance was resolved within the 30 day targeted time frame.

The second grievance was regarding a pediatric patient whose parent was told that there were no pediatric beds available. The mother elected to not have her daughter seen and took her to another facility for treatment. The Maternal Grandmother then phoned the hospital and voiced her displeasure with the unavailability of beds. This initiated the grievance process. The full resolution of this case was achieved in less than 7 days, and a letter was sent to the party involved.

The third grievance under review was initiated by an Emergency Room RN who took care of a 4 year old. She was catheterizing the patient for a urine sample and stated that she deflected the child's leg from kicking her abdomen. The mother was upset and had complained to the charge nurse that she heard the nurse slap her child. The grievance process was immediately initiated by the Director of Customer Services and an acknowledgement letter went to the mother the same day as the child was seen. The hospital followed the investigation process. The grievance was reviewed by the administration team in their weekly meeting. The case was determined to be resolved and a letter was sent to the parent within thirty days as per hospital established policy.

When asked about the third grievance, involving 4 year old, the ER manager stated that he counseled the staff involved immediately after learning of the grievance. Her statement to him was that she deflected the kick of the child with her arm and she stated she did not slap the child.

The medical records of 15 patients were reviewed. None of the records documented inappropriate nursing care or patient mistreatment. Additionally, two current ER patients were interviewed; (one pediatric and one adult) concerning patient education prior to nursing procedures as well as nursing care. Both patients stated education had been done prior to procedures, and they were satisfied with the nursing care provided.

Four Emergency Room Nursing staff were interviewed . All staff verbalized the completion of yearly mandatory education. The annual competency review, dated 10-3-08 was reviewed and included documentation of training related to the prevention, identification, and reporting of patient abuse neglect and mistreatment.

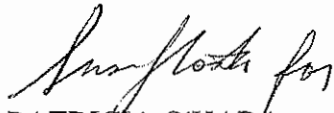
It could not be determined that patient mistreatment occurred. Further, the facility followed their written policy and procedure guidelines with the grievances that were reviewed. Therefore, the allegation is unsubstantiated due to a lack of sufficient evidence.

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Conclusion: Unsubstantiated. Lack of sufficient evidence.

As none of the complaint was substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,



PATRICIA O'HARA  
Health Facility Surveyor  
Non-Long Term Care



SYLVIA CRESWELL  
Co-Supervisor  
Non-Long Term Care

PO/mlw